



State of Utah

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*Lieutenant Governor*

## Department of Administrative Services

TANI PACK DOWNING  
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To our valued customers

We at the Department of Administrative Services (DAS), like so many of you, are navigating the ever changing Covid-19 pandemic and recent earthquake.

During these unprecedented times, we look at our department vision to “Create Powerfully” and to our core values “Responsive,” “Proactive,” and “Predictive” to guide us as we address issues that arise. Foremost in our mind is taking actions that protect the health and safety of our staff and customers by ensuring the integrity of state buildings, and minimizing or preventing the spread of Covid-19. In order to meet these objectives, while still providing our essential services to our customers in an exceptional way, we have made the following changes to our service delivery:

- **Limiting on-site work** – The majority of our staff are working remotely from home during regular business hours. Only essential services that cannot be conducted remotely are being completed at the work site. You should not see any diminishment of essential service.
- **Maintaining essential operations** – Our offices across the state remain open but we are restricting access to a limited number of staff for work that cannot be performed remotely.
- **Using phone and video conferences for staff and customer meetings except in rare circumstances** – While we value face-to-face interaction with our staff and customers, out of an abundance of caution we are shifting our meetings and interactions to phone, text, google hangout, or video conference at this time.
- **Suspending all business travel** – DAS has suspended all non-essential business travel for employees at this time. Some visits may be rescheduled for a later date.
- **Ongoing monitoring** - We are closely monitoring updates from government and regulatory bodies that impact our staff and customers and will respond to changes in deadlines and guidance from these entities.

Our commitment is to do everything practical to continue to serve you with the same quality services, responsiveness and partnership you rely on from DAS. We appreciate your support and understanding of these changes. Please do not hesitate to reach out by phone to your DAS contacts with your questions or for additional information.

Tani Pack Downing  
Executive Director  
Department of Administrative Services